

CT College of Direct Support

The Role of the System Administrator

- **Communications Link:** The system administrator serves as the training and communications link between agencies and the contracting entity. The system administrator is the point person for contact with the CDS client support team in terms of site-wide changes. The CDS client support team is available by phone at 1.877-353-2767 between 8:00 and 5:00 pm EST Monday through Friday, as well as by e-mail.
- **Site Implementation Coordination:** The system administrator provides the roll out for the CDS at the site-wide level, determines system configuration, privileges to be given to sub-administrators, and acts as the point person for agency administrators who have contracted for access to the site. The system administrator is responsible for setting site-wide policy and communicating that with all agencies that contract for access to the site.
- **Access Management:** The system administrator is responsible for 'Global' changes and assignments that impact everyone with access to the site. Registers, edits and deletes learners, who are not affiliated with an agency licensing for administrative access. The system administrator is responsible for learner records system wide.
- **Agency Content Editing:** Coordinates notations for state policy. Can create modules for policy and procedures at the state or agency level, and the use of Web-links
- **Coordination of "Best Use" Practices:** Works to ensure the best use of the "electronic textbook ". Facilitates with other staff the OJT and Portfolio training,
- **Documentation of Training:** The system administrator is responsible for site-wide reporting.
- **Assignment and Use of Survey Tools:** The system administrator is responsible for providing survey access to administrators.
- **Privileges:** The system administrator has all privileges that the agency administrators have in addition to 'Global' creation of modules, annotations, linked content, and changes to system configuration. The system administrator is the only person with the capability to put lesson completion dates in manually.